

Benefit Integrity Carrier (Including DMERC) Activity Dictionary (Non-PSC Support Services)

CAFM Code	Activity Name	Definitions	Tasks	Workload
23001	Medicare Fraud Information Specialist (MFIS)	<p>Costs associated with MFIS activity</p> <p>Reference:</p> <ul style="list-style-type: none"> • PIM chapter 1, section 3.2.5.1 For specific references see the task list. 	<p>a. Obtains and shares information on health care issues/fraud investigations (PIM chapter 1, section 3.2.5.1)</p> <p>b. Serves as a reference point for law enforcement and other organizations/agencies (PIM chapter 1, section 3.2.5.1)</p> <p>c. Coordinates and attends fraud related meetings/conferences (PIM chapter 1, section 3.2.5.1)</p> <p>d. Distributes Fraud Alerts and shares contractor findings on them (PIM chapter 1, section 3.2.5.1 and chapter 2, section 4-4.5)</p> <p>e. Works with CMS RO to develop and organize external programs and perform training (PIM chapter 1, section 3.2.5.1)</p> <p>f. Serves as a resource for CMS as necessary (PIM chapter 1, section 3.2.5.1)</p> <p>g. Helps develop fraud related outreach material (PIM chapter 1, section 3.2.5.1)</p> <p>h. Assists in preparation and development of fraud related articles for contractor newsletters/bulletins (PIM chapter 1, section 3.2.5.1)</p> <p>i. Serves as a resource for contractor training (PIM chapter 1, section 3.2.5.1)</p> <p>j. Attends 32 hours of training sessions on training skills, presentation skills, and fraud related training (PIM chapter 1, section 3.2.5.1)</p>	<p>Workload 1 The number of fraud conferences/meetings coordinated by the MFIS.</p> <p>Workload 2 The number of fraud conferences/meetings attended by the MFIS.</p> <p>Workload 3 The number of presentations performed for law enforcement, ombudsmen, Harkin Grantees and other grantees, and other CMS health care partners.</p>

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23004	Outreach and Training Activities	All costs associated with fraud, waste, and abuse outreach and training activities for contractor staff and beneficiaries. Include costs associated with establishing and maintaining fraud, waste, and abuse outreach and training activities for beneficiaries and providers (excluding MFIS activities)	<ul style="list-style-type: none"> a. Train non-BI staff on proper referral of complaints handled under BI (PIM chapter 2, 3.2.4) b. Initiates and maintains outreach activities with internal and external components as well as outside groups (PIM chapter 1, section 3.2, 3.2.3.1, 3.2.5, 7.3) c. Completion of required fraud training for BI staff (PIM chapter 1, section 3.2.3) d. Provide law enforcement with training as needed (PIM chapter 2, section 3.2.3.1) 	<p>Workload 1 The number of training sessions internal and external furnished only to the BI staff.</p> <p>Workload 2 The number of face-to-face meetings made to beneficiaries and providers</p> <p>Workload 3 The number of training sessions furnished by the contractor BI unit to non-BI contractor staff.</p>
23005	Fraud Investigation Activities	Any costs associated with fraud investigation used to substantiate a case.	<ul style="list-style-type: none"> a. Identify program vulnerabilities (PIM chapter 1, section 3.2) b. Control, verify and document all cases (PIM chapter 1, section 3.2.4.1) c. Document all pertinent contacts, letters, decisions, discussions, etc. Retain records for 7 years (PIM chapter 2, section 3.3) d. <u>Interview</u> providers and beneficiaries (PIM chapter 2, section 3.4.2-3.4.4) e. Conduct onsite reviews (PIM chapter 2, section 3.4.5). f. Determine patterns of fraud (PIM chapter 2, section 2.1) g. Issue Fraud Alerts (PIM chapter 2, section 4) h. Coordinate with Medical Review and other internal sources on fraud activities i. Implement claim payment suspension (PIM chapter 3, section 9) j. Determine exclusion action (PIM chapter 3, section 11.2.2) k. Prioritization of investigations (PIM chapter 1, section 3.2.1) 	<p>Workload 1 The number of investigations opened.</p> <p>Workload 2 Of the investigations in workload column 1, report how many were opened by the contractor self-initiated proactive data analysis.</p> <p>Workload 3 The total number of investigations closed (no longer requiring fraud investigation) and which were not referred to law enforcement.</p>

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23006	Law Enforcement Support	All BI costs and related data analysis for work done to support law enforcement	a. Receive and respond to all law enforcement requests (PIM chapter 1, section 7-7.1.2)	<p>Workload 1 The number of law enforcement requests.</p> <p>Workload 2 The number of requests discussed with the RO.</p> <p>Workload 3 The number of BI law enforcement requests that require data analysis.</p>
23007	Medical Review in Support of Benefit Integrity Activities	<p>All costs associated with medical review (MR) in support of BI activities. The main goal of medical review is to change provider-billing behavior through claims review and education; therefore, any BI initiated review activity that does not allow for provider education or feedback must also be charged to this activity.</p> <p>Reference:</p> <ul style="list-style-type: none"> • PIM chapter 1, section 3, 3.2.4 	<p>a. Review of claims by MR and BI (PIM chapter 1, section 4)</p> <p>b. Perform SVRS for overpayment estimation (PIM chapter 1, section 4)</p>	<p>Workload 1 The number of cases in which the MR unit assisted the BI unit.</p> <p>Workload 2 The number of claims reviewed by both the MR and BI unit for the BI unit.</p> <p>Workload 3 The number of statistically valid random samples (SVRS) performed for overpayment estimation by MR in support of BI.</p>

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23014	Fraud Investigation Database (FID) Entries	<p>All costs associated with FID entries</p> <p>Reference:</p> <ul style="list-style-type: none"> • PIM 	<p>a. Entering new FID cases (PIM)</p> <p>b. Updating FID cases (PIM)</p> <p>c. Entering new payment suspension information (PIM)</p> <p>d. Updating payment suspension information (PIM)</p>	<p>Workload 1 The total number of new cases entered into the FID.</p> <p>Workload 2 The total number of cases updated in the FID.</p> <p>Workload 3 The total number of new payment suspensions entered into the FID.</p>
23015	Referrals to Law Enforcement	<p>All costs associated with referrals to law enforcement.</p> <p>Reference:</p> <ul style="list-style-type: none"> • PIM 	<p>a. Developing the referral package to law enforcement (PIM chapter 3, section 10.1.4)</p> <p>b. Fulfilling requests for additional information from law enforcement on the referrals they received (PIM)</p>	<p>Workload 1 The total number of referrals to law enforcement.</p> <p>Workload 2 The total number of law enforcement referrals requesting additional information by law enforcement.</p> <p>Workload 3 The number of law enforcement referrals declined.</p>

Benefit Integrity Carrier (Including DMERC) Activity Dictionary
FINAL (PSC Support Services)

CAFM Code	Activity Name	Definition	Tasks	Workload
23201	PSC Support Services	<p>The services that the AC will provide to support the BI activities being performed by the PSC (BPR).</p> <p>Misc. Code: 23201/01 – Miscellaneous support services - ACs record the total costs associated with miscellaneous PSC support services (e.g. training and meetings).</p> <p>Misc. Code: 23201/02 – Non-Law Enforcement Complaint Development and Investigation Requests – ACs record the total costs associated with requests (not law enforcement requests) that they fulfill to support the PSC in investigations.</p> <p>Misc. Code: 23201/03 – Law Enforcement Requests – ACs record the total costs associated with PSC requests for support from the AC with law enforcement requests.</p>	<p>a. Perform training for the PSC. b. Conduct meetings in support of the PSC. c. Prepare/supply additional documentation at the request of the PSC. d. Install edits at the request of the PSC.</p>	<p>Workload 1 Report the total number of miscellaneous PSC support services.</p> <p>Workload 2 AC’s record the total number of requests (not law enforcement) to support the PSC in investigations.</p> <p>Workload 3 Report the total number of PSC requests for support from the AC with law enforcement requests.</p>